

Claims

The claims pending in this case are listed below with appropriate status indication.

1. (Currently amended) A quality of service (QoS) implementation system for a client requesting a communication session with an agent of a session host, comprising:

a control node of the session host connected to the system for receiving a session request for the agent from the client and for soliciting client data and transaction history data associated with the request;

a data storage system for storing client data;

a processor for comparing solicited client data to stored client data and for determining a quality of service option from more than one available option; and

an option execution module for executing the selected quality of service option for application to the session;

characterized in that upon receiving a session request at the control node, the control node solicits data from the request and accesses the data storage system to compare the solicited data with data stored therein and wherein depending on the results of data comparison, determining at least an expectation of future profit as a result of the session excluding any impact from transport costs, a QoS level appropriate to the criteria governing the comparison is selected and executed for application to the granted session.

2 - 11. (Canceled)

12. (Withdrawn) A quality of service application program for enabling application of a priority service implementation over any existing service implementation in place at network nodes occupying a session path comprising:

an application program interface for enabling integration with a standard quality of service software implemented at the network nodes;

a data propagation module for sending and receiving the priority service implementation; and

implementation module for implementing a received quality of service package replacing any existing package implemented for the instant session.

13. (Withdrawn) The application program of claim 12 wherein the application program interface is self-executable.

14. (Withdrawn) The application program of claim 12 wherein the application is installed at a control node maintained by an entity hosting one or more communication centers.

15. (Withdrawn) The application program of claim 14 wherein the control node is an IP router maintained within the one or more communication centers.

16. (Withdrawn) The application program of claim 14 wherein the control node is an Internet file server.

17. (Withdrawn) The application program of claim 14 wherein the control node is a network bridge.

18. (Currently amended) A method for prioritizing quality of service implementation for communication sessions within a data network comprising steps of:

(a) establishing more than one quality of service option for selection and implementation;

(b) establishing and maintaining a customer resource management database associated with clients expected to initiate sessions and containing transaction history data;

(c) receiving session requests from the clients for communication sessions with agents of the hosting entity for prioritized quality of service implementation at a control point;

(d) obtaining client data from the session requests;

(e) matching obtained client data and transaction history data to customer resource management data; and

(f) determining at least an expectation of future profit as a result of the sessions excluding any impact from transport costs from the results of the matched data in step (e) and implementing the appropriate quality of service options for the sessions based on results of the data matching.

19 - 29. (Canceled)

30. (Withdrawn) A method for conserving bandwidth for DNT transactions, comprising steps of:

(a) establishing more than one quality of service (QoS) option for selection and implementation;

(b) receiving DNT transactions at a control point;

(c) monitoring active or on-hold status of the DNT transactions at the control point; and

(d) implementing a lower QoS option for those transactions on hold than for those active.

31. (Withdrawn) The method of claim 30 wherein in step (b) the control point is within a communication center.

32. (Withdrawn) The method of claim 30 wherein in step (a) the various qualities of service options are associated with different levels of bandwidth to be made available.

33. (Withdrawn) The method of claim 30 wherein in step (b) the control point is a network bridge.

34. (Withdrawn) The method of claim 30 wherein in step (b) the control point is an IP router.

35. (New) A quality of service (QoS) implementation system comprising:
a data storage system for storing customer data and transaction history data;
a control node for receiving a service session request from a customer; and
a software module executing on a server for identifying the requesting customer, retrieving customer data and transaction history data from the data store, selecting an available customer service agent based on the retrieved data, and selecting a quality of service option for the service session;
characterized in that upon receiving a service session request at the control node, the control node solicits data from the request and sends the request and the associated data to the software module, and wherein the software module retrieves data from the data storage system based on the associated data and uses this retrieved data to calculate an expected profit contribution from the requested service session and to select an available customer service agent to handle the session based on the expected profit calculation; and
wherein the software application selects an appropriate quality of service option for the service session based at least in part on the transaction history data associated with the selected customer service agent.